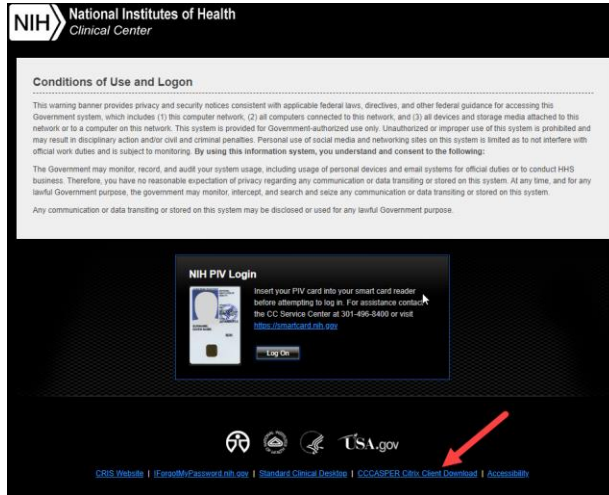




Citrix Client Installation for Windows

Download and Install Citrix Client

In order to use the CCCasper website, a Citrix client must be downloaded and installed. There are two locations to get to the Citrix Client download page.




1. From the initial CCCasper login page, select the **CCCASPER Citrix Client Download** link at the bottom-middle of the page. **OR**
2. Once logged into CCCasper, select the **CCCASPER Citrix Client Download** link on the right pane.
3. Either method will bring up the below web page:



How to Log into CCCASPER

- [CCCASPER Log in Instructions PDF](#)



Citrix Client Downloads

Note: Uninstall all older Citrix clients / plug-ins first

- [Windows 10 / Windows 8 / Windows 7 - Citrix Workspace App 1911](#)
- [Windows Citrix Installation Instructions PDF](#)
- [Mac OS 10.13, 10.14 and 10.15 – Citrix Workspace App 1912](#)
- [Mac OS X Citrix Client Installation Instructions PDF](#)

PIV Card Instructions

For assistance contact the CC Service Center at 301-496-8400 or visit <https://ocio.nih.gov/Smartcard/Pages/default.aspx>

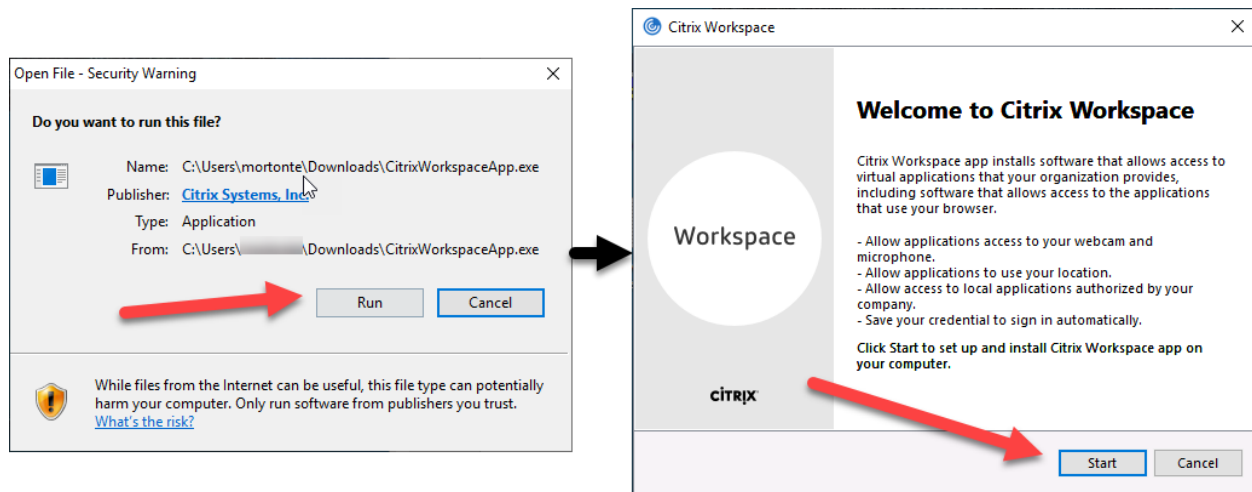
Important Notes

*** If you cannot load CRIS from CCCASPER on a Mac: ***

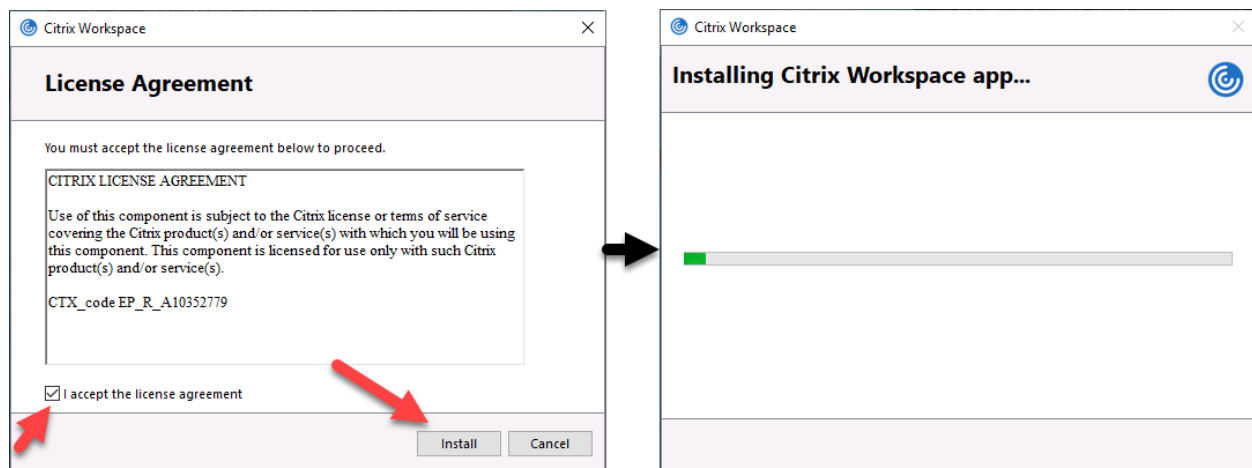
1. Update the Citrix client using the link above.
2. Rename the computer to 15 characters or less with no spaces or special characters.
3. Call CRIS support at 301-496-8400 to have the new computer name registered.

4. Select the appropriate link for downloading the Citrix Client.
5. These steps will guide you to install the Citrix Client for Windows. If you need the Citrix Client for Mac, please follow this guide instead: [Mac OS X Citrix Client Installation Instructions PDF](#)

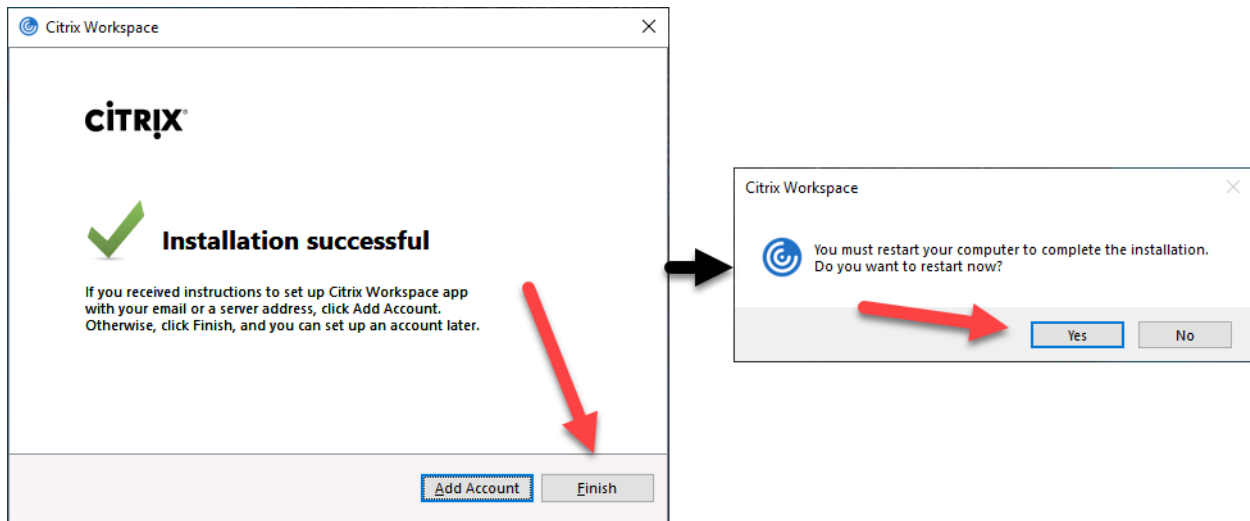
6. Depending on your browser you may be able to click the **Run** button at the bottom of the browser window. In other browsers you may need to open your Downloads folder and find the **CitrixWorkspaceApp.exe** to run it.
7. You may get a **Security Warning** when running the program. Select **Yes** to continue.
8. Click the **Start** button to continue the installation.



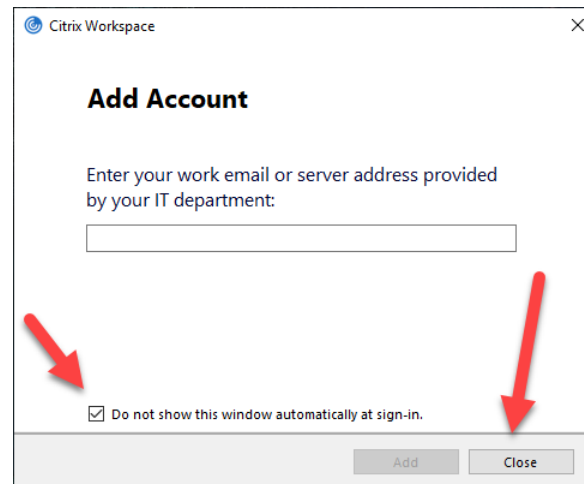
9. Accept the license agreement by checking the box and click the **Install** button.
10. You will see messages that the program is installing. It may take some time to be patient.



11. Once the installation is complete, click the **Finish** button.
12. You may also be prompted to restart your computer. Select the **Yes** button to restart the computer.



13. Once the restart is complete, log back into your computer.
14. You will see a pop-up window for Citrix Workspace. This is not needed.



15. Check the **Do not show this window automatically at sign-in** checkbox.
16. Select the **Close** button to close the window. This should suppress it from appearing again.
17. Installation is complete. If you need help with CCCasper Citrix Login please refer to: [CCCASPER Log in Instructions PDF](#)
18. If you are having problems with downloading or installing the Citrix Client, contact the CC Service Center at 301-496-8400.